

## **Frequently Asked Questions (FAQs) for Safety Recall N232422960 Pedestrian Friendly Alert May Not Sound During Deceleration**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

**Q1) Which vehicles are involved?**

**A1)** General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 model year Cadillac LYRIQ vehicles.

**Q2) What is the issue or condition?**

**A2)** The Body Control Module (BCM) in these vehicles may have been updated with incorrectly calibrated software. This software may cause the vehicles to fail to emit the pedestrian-warning sounds required by FMVSS 141 while decelerating from 30 to 25 kph.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** None.

**Q4) What is the remedy/repair?**

**A4)** Dealers will reprogram the BCM.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

**A5)** A pedestrian may not hear an approaching vehicle equipped with this software, increasing risk of a crash with a pedestrian.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this inspection/repair will be done at **no cost** to the customer.

**Q7) Is the remedy/repair available now?**

**A7)** Yes, please see the attached bulletin for details.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A8)** If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

**A9)** Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

**A10)** Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.